

CLAIMS

What is claimed is:

1. A computer aided dispatch system comprising:
 - a master dispatch database comprising one or more data tables, each data table
 - 5 having one or more entries, each containing information pertaining to the dispatch of services by one or more mobile units;
 - a central dispatch computer system capable of accessing the master dispatch database;
 - one or more mobile terminals, comprising a processor and a local dispatch database;
 - 10 wherein, whenever a change is made to the master dispatch database by the central dispatch computer system, the change is automatically sent by the central dispatch computer system to the one or more mobile terminals, which in turn each make a substantially similar change to its local dispatch database.
- 15 2. The system of claim 1 wherein the change is sent by the central dispatch computer system at substantially the same time the change is made to the master dispatch database.
- 20 3. The system of claim 2 wherein the change is one of an addition of a new entry in the master dispatch database, a modification of an existing entry in the master dispatch database, and a deletion of an entry in the master dispatch database.
- 25 4. The system of claim 3 wherein the master dispatch database comprises a master call data table and the local dispatch database on each mobile terminal comprises a local call data table, each entry in the master call data table and the local call data table containing information about a matter for which services must be dispatched.
- 30 5. The system of claim 4 wherein the master dispatch database further comprises a master unit data table and the local dispatch database on each mobile terminal further comprises a local unit data table, each entry in the master unit data table and the local unit data table containing information about one of the mobile units.
- 35 6. The system of claim 2 wherein the central dispatch computer system comprises a dispatch server and a gateway computer,

wherein the dispatch server is capable of making the change to the master dispatch database and the gateway computer is capable of accessing the master dispatch database and sending information about new, modified and deleted entries to the one or more mobile terminals.

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7. The system of claim 6 wherein each entry in the master dispatch database comprises a send field, indicating whether the entry should be sent to the one or more mobile terminals.
- 10 8. The system of claim 7 wherein the gateway computer accesses the master dispatch database and sends to the one or more mobile terminals information regarding those entries in which the send field is set to indicate that the entry should be sent.
- 15 9. The system of claim 8 further comprising a switch attached to the gateway computer capable of wireless transmission and wherein the one or more mobile terminals further comprise a wireless modem that is attached to the processor.
- 20 10. A method of dispatching information pertaining to requests for service from a central dispatch computer system to one or more mobile terminals comprising the steps of:
accessing and changing, by the central dispatch computer, a master dispatch database comprising one or more data tables, each data table having one or more entries, each containing information pertaining to the dispatch of services by one or more mobile units;
- 25 11. automatically sending to the one or more mobile terminals change information pertaining to the change in the master dispatch database; and changing a local dispatch database associated with each of the one or more mobile terminals based upon received change information.
- 30 11. The method of claim 10 wherein the step of automatically sending change information occurs at substantially the same time the change was made to the master dispatch database.
12. The method of claim 11 wherein the change is one of an addition of a new entry in the master dispatch database, a modification of an existing entry in the master dispatch database, and a deletion of an entry in the master dispatch database.

13. The method of claim 12 wherein the master dispatch database comprises a master call data table and the local dispatch database associated with each mobile terminal comprises a local call data table, each entry in the master call data table and the local call data table containing information about a matter for which services must be
5 dispatched.
14. The method of claim 13 wherein the master dispatch database further comprises a master unit data table and the local dispatch database associated with each mobile terminal further comprises a local unit data table, each entry in the master unit data table and the local unit data table containing information about one of the mobile units.
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15. The method of claim 11 wherein the central dispatch computer system comprises a dispatch server and a gateway computer, and
15 wherein the step of accessing and changing the master dispatch database is performed by the dispatch server, and
wherein the step of sending change information further comprises
accessing the master dispatch database by the gateway computer, and
sending information about new, modified and deleted entries to the one or
20 more mobile terminals.
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16. The method of claim 15 wherein each entry in the master dispatch database comprises a send field, indicating whether the entry should be sent to the one or more mobile terminals.
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17. The method of claim 16 wherein the step of accessing the master dispatch database by the gateway computer further comprises identifying those entries in the master dispatch database in which the send field is set to indicate that the entry should be sent, and the step of sending information comprising sending information regarding the identified entries.
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18. The method of claim 17 wherein the step of sending information to each of the one or more mobile terminals is performed via wireless transmission.